

FREQUENTLY ASKED QUESTIONS
(FAQs)



When does the service with Waste Management begin? New service begins July 1, 2011.

When will I get my new carts? We will begin delivering new carts the week of June 20. This date is subject to change. By the first week of June, we will mail you a “Heads up” postcard outlining more detailed information, including your exact cart delivery date.

What will happen to the carts I have now? We will pick up your old carts on the same day we deliver the new carts. Please make sure to place your old carts at the curb by 7:00 a.m. on the day of your scheduled cart delivery.

Will I get an updated recycling brochure? Of course! We want you to know what materials go in each cart. A comprehensive service brochure including recycling and food/yard waste guidelines, new service offerings, holiday schedules, billing information and more, will be attached to your carts when delivered.

Will my service day change? Your specific service day will be noted on your cart when delivered. Additional information will be included in the “Heads up” postcard we will mail in June. Your garbage, recycling and food/yard waste will be collected on the same day every week.

What are the new rates for service?

GARBAGE SERVICE OPTIONS	35 gallon	\$ 4.15/mo	(Monthly collection)
	20 gallon	\$10.28/mo	(Weekly collection)
	35 gallon	\$17.99/mo	(Weekly collection)
	64 gallon	\$32.89/mo	(Weekly collection)
	96 gallon	\$49.34/mo	(Weekly collection)
<small>*Price includes carts and weekly recycling and yard waste service. Rates do not include applicable taxes and fees.</small>			

Will my billing cycle change? Yes. Instead of receiving bills every quarter, you will receive bills every 2 months. The City of Kirkland bills its customers for solid waste services. You will receive your first bi-monthly bill from the City of Kirkland in September for service provided in July and August. If you have billing questions, please call the City of Kirkland Utility Billing at 425-587-3150 or email utilitybilling@kirklandwa.gov.



THINK GREEN.™

720 4th Ave, Suite 400, Kirkland, WA 98033
wmnorthwest.com/kirkland
1-800-592-9995 (M-F 7AM-5PM)

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Waste
Management
welcomes you
to Kirkland.

Look inside for more information about your new garbage, recycling, and food/yard waste collection service that is effective July 1, 2011.

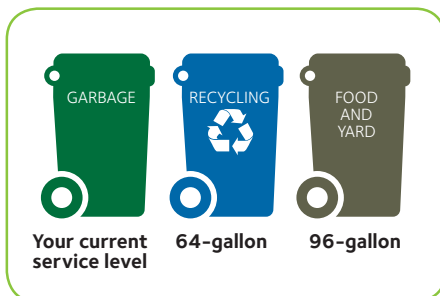


THINK GREEN.™



Beginning July 1, 2011, Waste Management will be your new service provider for garbage, recycling, food/yard waste collection and more! Waste Management is dedicated to providing state-of-the-art professional collection services to ensure all materials are collected conveniently, efficiently, and safely.

Making the transition from your current provider to Waste Management will be simple. Here are a few things to keep in mind:



NEW CARTS

Each residence will receive three new carts — a green cart for garbage (size will mirror your current service level), a 64-gallon blue cart for recycling and a 96-gallon gray cart for food and yard waste. We will begin servicing these carts weekly on July 1, 2011.

WATCH YOUR MAIL

In June, we will be sending you a “Heads up” postcard that will contain specific information about cart delivery and any possible service day changes.

NEW RECYCLABLES ACCEPTED

New! Plastic cups and bagged plastic grocery bags now accepted in your curbside recycling cart.

NO COST FOR EXTRA RECYCLABLES OR YARD WASTE

- Put extra recycling in 32-gallon containers with handle and lid. Please label “Recycle.”
- Put extra yard waste in Kraft paper yard bags or 32-gallon containers with handle and lid (65 lb limit). Please label “Yard.”

ADDITIONAL INFORMATION

COLLECTION GUIDELINES

Your containers will be collected weekly.

- Place containers at the curb by 7:00 a.m.
- Place containers two (2) feet apart with lids opening towards street.
- Place containers at least three (3) feet from obstructions such as cars, trees, mailboxes. (Our trucks need clear access to empty containers.)
- Place wheels as close to the curb as possible.



MORE SERVICE OFFERINGS

Compact Fluorescent Bulb Collection

Beginning July 1, 2011, customers will be able to recycle their compact fluorescent light bulbs (CFLs) at the curb. By request, Waste Management will provide a cushioned and re-sealable bag. Fill up the bag with your burnt out bulbs, seal it, and place it on your recycling cart on your next collection day.



Christmas Tree Collection

Curbside collection of whole, unflocked trees will occur during the first two weeks of January every year at no additional cost. Alternatively, you can place small, cut up pieces of the tree in your yard waste cart. Please remove all tinsel from the trees.



Bulky Items

Bulky items such as mattresses, appliances, furniture and building materials can be picked up by special arrangement for a fee. Call Waste Management customer service at 1-800-592-9995 for information.

Electronics Recycling

Computers, keyboards, cell phones, TVs (21” screen size limit), etc. Limit 2’ x 2’, 60 pounds



Reusable Clothing & Linens

Put in clear plastic bag

Motor Oil

Place in 1-gallon milk jugs with screw-on lids
Label with your name and address
Limit 2 gallons per week



Place
two
feet
from
your
carts

** These services are provided at no additional cost.*

WHAT GOES IN YOUR CARTS

Recycle

Empty your clean recyclables out of bags and boxes into your blue recycling cart for easy sorting.



Clean paper and cardboard

Bagged plastic grocery bags

Clean glass bottles and jars
(no caps)



Paper food containers

Clean plastic bottles, tubs, jugs, and cups only
(no lids or caps)



Clean metal and foil

Food and Yard Waste

All of these materials can go in your gray food and yard waste cart.



Food scraps and leftovers



Food-soiled paper (no plastic)



Plants and flowers

Approved Compostable Packaging

More items at gogreenscene.com

No hazardous waste, recyclables or yard waste allowed in the garbage. Please dispose of these materials properly.